

# JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time    ☐ Permanent Intermittent    ☐ Limited-term (Temporary) Length \_\_\_\_    ☐ Formal Training and Development Assignment

Position Title: Field Collector    Classification: Compliance Representative

Location: Santa Ana Field Office

Section/Unit: 646

Salary Range: \$3106 - \$4670

Number of Vacancies: 1

## Job Description: (includes typical duties)

The Santa Ana Field Office is looking for enthusiastic and talented individuals who are interested in an exciting and challenging opportunity. Under the direction of the Collection Supervisor, these individuals will be responsible for resolving Field Collection Personal Income Tax. This position also works in the capacity as back-up to the the public service counter staff, which includes assistance to customers on various tax related issues. As a Compliance Representative you will be required to travel locally to conduct research and perform face to face interviews with taxpayers, representatives and third parties.

## Required Knowledge, Skills, Abilities:

- Ability to exercise good judgment and tact
- Excellent written/verbal communication and interpersonal skills
- Strong organizational skills and the ability to handle multiple tasks
- Ability to work independently and on teams
- Ability to adjust to changing priorities
- Excellent customer service skills to resolve customer issues effectively, efficiently and with courtesy

## Desirable Experience/Qualifications:

Collection experience  
Proficiency in MS Office (Word, Outlook, Excel etc)  
Ability to use on-line research resources  
Enthusiasm, sense of humor and positive outlook

## Position appointment may be impacted by current budget situations.

Mail or hand deliver your application and resume by: **January 30, 2009**

Contact Person: Victoria Weston

Telephone Number: (714) 558-4142

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550    Attn: Victoria Weston

Special Instruction: **FTB Employees Hand Deliver or Route To** Jackie Hudson at M/S L-20

**California State Tax Compliance:** As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility.

You may apply for this examination via the Internet at <[http://www.spb.ca.gov/employment/exam\\_start.thn](http://www.spb.ca.gov/employment/exam_start.thn)>

Applications will be screened and only the most qualified applicants will be interviewed.

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.  
The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.